



Customer Service Action Plan

This Customer Service Action Plan sets out a clear and comprehensive statement of the service that customers can expect from Meath County Council, as well as the means to engage more effectively with the Council. It outlines the customer service standards the organisation has set and how it intends to meet these standards, as well as, setting out the rights that customers have in terms of accessing information and data from the Council.

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Public Sector Duty

In developing this Action Plan, we have had regard to our obligations under the public sector equality and human rights duty, making use of the assessment of equality and human rights issues and the equality and human rights values statement developed by Meath County Council for this purpose.

1. Introduction

Meath County Council provides a wide range of services to the citizens of County Meath and interacts on a daily basis with a diverse range of customers. The Corporate Plan for Meath County Council 2019-2024 sets out a vision of County Meath as

“the lead County for economic prosperity, social development and environmental protection, with efficient and good value services and a Council representing the people and communities of County Meath in an effective and accountable manner”

In line with the Council’s core values, we strive for excellence in our customer service model and will endeavour to deliver quality services in accordance with the highest standards of effectiveness, efficiency and integrity.

This **Customer Service Action Plan (CSAP)** outlines the key aspects of our current approach to customer service. It strives to reflect the standards that you, the customer, can expect from Meath County Council and sets out new initiatives to meet the future need and to improve the quality and effectiveness of our customer service.

The CSAP reflects our commitment to equality and human rights and to the diversity of our customers from the groups covered by the grounds of gender, civil status, family status, age, disability, sexual orientation, race, religion, membership of the Traveller community, and socio-economic status. In line with this commitment, we strive to ensure equal treatment and respect, to acknowledge and be flexible in responding to the diversity of customers and the specific needs that arise from this diversity, and to ensure this diversity of customers has a voice that is heard and contributes to decision-making.

In developing the CSAP, we have had regard to our obligations under the public sector equality and human rights duty, making use of: (a) the Assessment of Equality and Human Rights Issues; and (b) the Equality and Human Rights Values Statement developed by Meath County Council for this purpose.

The CSAP has been influenced by a number of external and internal factors including:

- A rapidly changing communications environment
- The growth of new media channels
- The on-going development of new technologies
- The priority for active, regular stakeholder engagement
- The enhanced role in economic and community development
- The requirement to achieve efficiencies and deliver a high-quality service to all our stakeholders

The CSAP also outlines actions, procedures and protocols relating to key areas of customer engagement, which are informed by the ten principles of Quality Customer Service. These include the Council’s:

- Customer Charter
- Official Complaints Procedure
- Vexatious Customers Policy

The CSAP also addresses how we comply with our obligations to customers under:

- Freedom of Information
- Data Protection
- Access Information on Environment (AIE)
- Irish Language Policy Scheme
- Public Sector Duty

While Meath County Council commits to fully implementing this plan, it must be recognised that there are times when resources cannot meet demand and priorities have to be made.

We also acknowledge the on-going dedication and commitment of our staff that will play a critical role in the delivery of this plan and their enthusiasm and commitment will be the key to its success.

2. Our Customers and Services

Meath County Council provides services to a population of over 195,000 people, a population that has increased by 85,000 over the last 20 years. Meath County Council provides a wide range of services to a diverse range of customers. Our customers include:

- The general public of County Meath
- The transient population of the county
- Internal customers and Councillors
- Other County Councils
- Statutory Bodies
- Community and Voluntary Sector organisations
- Online Customers
- The Business Community




Many of the services we provide are planned and delivered through a partnership approach with Government Departments, statutory agencies, other County Councils, local development and community organisations, and business interests.

The local government sector is subject to oversight by the National Oversight and Audit Commission (NOAC) and Meath County Council's performance across a range of services can be accessed through the reports published by NOAC available here: <https://noac.ie/>

Local performance indicators have been developed across the various areas of service to complement the national service indicators. Meath County Council's Performance Management & Development System (PMDS) monitors staff performance against agreed objectives, as set out in the Council's Corporate Plan and Annual Service Delivery Plans.

3. Ten Principles of Quality Customer Service

Meath County Council's approach to customer service is informed by the Ten Principles of Quality Customer Service. The Council strives to continuously improve how it delivers services and engages with its customers. Set out below are the 10 principles and actions that the Council is taking to give effect to these principles.




Quality Service Targets

To publish a Charter that outlines the nature and quality of service that customers can expect and display it prominently at the point of service delivery.

1

How we implement this principle and intend to further its objectives:

- We publish our Customer Charter and display it in all public offices;
- We will promote greater staff and public awareness of the Charter;
- We continue to encourage and promote excellence in quality customer service;
- We report annually on our compliance with the Charter and the Council's Management Team reviews performance on a quarterly basis.



Equality/Diversity

Ensure the rights to equal treatment and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community) as well as the ground of socio-economic status.


Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

2

How we implement this principle and intend to further its objectives:

- We will promote and enable greater staff knowledge and awareness, of our obligations under equality legislation, and our commitments under the public sector equality and human rights duty;
- We will further understanding by our staff of the diversity of our customers across the identified groups, through tailored training and information seminars;

- Roll-out implementation of initiatives, such as the Just A Minute (JAM), to enable and ensure flexibility in the delivery of our services to meet the specific needs that arise from the diversity of our customers.
- Ensure a welcoming environment in our public offices for the diversity of our customers, ensuring a positive visibility for this diversity.
- We will continue to seek improvements to support this principle through an ongoing engagement with our obligations under the public sector equality and human rights duty.




Physical Access

To provide accessible public offices that ensure privacy, comply with occupational and safety standards and, facilitate access for people with disabilities and others with specific needs.

3

How we implement this principle and intend to further its objectives:

- We will ensure access is a priority concern in all offices and in the refurbishment of existing offices;
- We will ensure that all Meath County Council locations comply with health and safety legislation;
- We will ensure Safety Statements are updated and implemented in all locations.



Information


We will take a proactive approach in providing information that is clear, timely and accurate, is available at appropriate/suitable points of contact, and meets the specific needs arising from and for the diversity of our customers. We will ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. We will continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

4

How we implement this principle and intend to further its objectives:

- We continue to seek improvements so that the information we provide to the public is easy to understand, is accessible and is up to date;
- We implement the Council's Communication Strategy in line with this principle;
- We engage through the use of social media platforms to expand communications, engage with our customers and provide information on our services;
- We train staff to ensure they are equipped with the technical knowledge, skills

- and attributes to deliver a quality service;
- We continue to strive to provide information to people with a disability in accessible and appropriate alternative formats;
- We will continue to strive to provide information and use communication media in a manner that is accessible to the diversity of our customers, including use of accessible and appropriate alternative formats for disabled people, the provision of interpretation where required, and plain English formats;
- We will ensure privacy and confidentiality for all our customers in their dealings with us and fully respect data protection legislation and the rights of data subjects.




Timeliness and Courtesy

We will strive to deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

5

How we implement this principle and intend to further its objectives:

- We seek at all times to adhere to protocols regarding timeliness and courtesy specified in this Customer Service Action Plan;
- We encourage all staff to activate personalised voicemail and out of office email;
- We provide a reference number on all correspondence to facilitate ease of ongoing transactions;
- We use a CRM system to record, track, and report on all correspondence and our interactions with customers;
- We will introduce additional tools to facilitate our customers contacting us online;
- We provide appropriate customer service training to our frontline staff;
- We will monitor and develop responses to the issue of digital equality and the barriers experienced by the diversity of our customers in this regard.



Complaints and Appeals


We will maintain a well-publicised, accessible, transparent and simple-to-use system for dealing with complaints about the quality of service provided.

6

How we implement this principle and intend to further its objectives:

- We implement established customer complaints and appeals procedures and will advise complainants of their right to refer a matter to the Office of the Ombudsman if they are not satisfied with our response;
- We will keep under review our processes under the Official Complaints

- Procedure, to further assist customers;
- We address complaints of discrimination, harassment, and sexual harassment with particular attention and in a manner that ensures there is no victimisation of any customer or witness and that does not preclude access for the complainant to the Workplace Relations Commission under the Equal Status Acts.




Consultation and Evaluation

We will provide a structured approach to meaningful consultation with, and participation by the customer in relation to the development, delivery and review of services including a particular focus on the diversity of our customers.

7

How we implement this principle and intend to further its objectives:

- We have an established online consultation portal to enable customers to
- participate in standard consultations;
- We will improve how we interact with customers through greater use of customer surveys capturing the perspectives of the diversity of our customers;
- We encourage feedback through our website and CRM System (Customer Relationship Management System);



Choice

We will provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours, delivery times and flexibility in adapting for the specific needs arising from the diversity of our customers.

8

How we implement this principle and intend to further its objectives:

- We operate a number of public counters in our offices across the county;
- We provide services through a variety of other channels;
- We also provide a choice in payment options;
- We strive to use new and alternative methods to ensure maximum access and choice of service;
- We have a dedicated customer service team in place whose role includes supporting all our customers in informed choice making.




Official Languages Equality

We will provide quality services through Irish and/or bilingually and inform customers of their right to be dealt with through one or other of the official languages. The agreed actions are outlined in Meath County Council's Language Scheme 2021 -2024.

9

How we implement this principle and intend to further its objectives:

- We publish our Irish Language Scheme online;
- We will implement the actions set out in the Scheme for 2021 to 2024.



Internal Customer

We will ensure that staff are properly supported and consulted with regard to service delivery issues ensuring quality and timely services for elected members and customers.

10

How we implement this principle and intend to further its objectives:

- We schedule regular staff meetings with departmental business units;
- We will develop departmental FAQs to support our Customer Service Team;
- We provide training to staff on customer relationship management.

4. Our Customer Charter

Meath County Council strives to:

Deliver the best possible service to you in an effective, caring and respectful manner.

Courtesy and Consideration

You are at all times entitled to be served:

- Efficiently and in a courteous manner.
- With due regard to privacy and confidentiality.
- In a manner that recognises and respects diversity.
- By friendly and helpful staff.
- With Equality, Openness and Impartiality.



Meath County Council undertakes to:

- Ensure the right of equal treatment, free from all forms of discrimination, harassment and sexual harassment, as provided for by equality legislation, including the ground of socio-economic status.
- Deal with you in a fair and open manner, that is respectful of all diversity.
- Be flexible in making adaptations to address specific needs that arise from the diversity of our customers.
- Ensure a welcoming environment in our public offices for the diversity of our customers.
- Discuss any aspect of your dealing with us and support informed choice making by all our customers.
- Explain how a decision was reached.

Our Performance

Meath County Council undertakes to:

- Monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Monitor for and respond to issues of digital access for the diversity of our customers.
- Listen meaningfully to the perspectives and voice of our customers, capturing those of the diversity of our customers in doing so.
- Train our staff to meet your needs on an ongoing basis, to fulfil our legal obligations under equality legislation, to recognise the diversity of our customers and to respond to the specific needs that arise from this.



Access



Meath County Council will endeavour to:

- Provide accessible public offices that ensure privacy, comply with occupational and safety standards and that facilitate access for people with disabilities and people with special needs;
- Provide information and use communication media in a manner that is accessible to the diversity of our customers;

You can help us to help you

- By making comments, complaints or suggestions about the services you receive without fear of any adverse treatment occurring as a result.
- By letting us know when we do something well.
- By providing full and accurate information.
- Quoting reference numbers where known.
- Completing all application forms carefully and legibly.
- Advising us of changes in circumstances/information.

Information Provision



We will:

- Provide clear, helpful, accurate and relevant information.
- Ensure that information leaflets and forms are, where possible, available in printed, electronic and bilingual formats.
- Review and simplify the language used in leaflets and forms and provide clear instructions and guidance.
- Review and improve our website to ensure that information is up to date and easily accessible.
- Use social media to provide information and respond to customer queries.
- Ensure that information is provided in accessible formats and through appropriate communication channels to reach the diversity of our customers.

Telephone



When contacting us by telephone, we will:

- Answer quickly and courteously, providing you with a contact name and section.
- Be as helpful and informative as possible - if we cannot answer your query immediately, we will take your details and contact you within a specified period of time.
- Give contact names and reference numbers in all telephone communications to ensure ease of on-going transactions.
- Respond promptly to voicemail messages.
- Explain if we need to transfer your call to another colleague or department, giving you that person's name and number and ensure that the call or query is transferred.

Visiting our Offices



If you visit our offices, we will:

- Ensure that public customer service areas are adequately staffed during office opening hours.
- Ensure that frontline staff can deal with most routine queries.
- Respect your privacy and ensure that all matters are dealt with in a confidential manner, providing private meeting rooms, where possible.
- Deal with your enquiry as quickly and as thoroughly as possible.
- Ensure punctuality with regard to appointments and meetings.

Written and Electronic Correspondence



In corresponding with you, we will:

- Acknowledge your correspondence within 3 working days and issue a reply within 15 working days, excluding situations where statutory procedures apply.
- Use clear and simple language and only use technical terms where absolutely necessary.
- Include a contact name, telephone number, extension number, email address and reference number, where appropriate.
- Advise you if we do not have the information you require and, where possible, advise you as to alternative sources for that information.

Applications and Claims

We will:

- Only seek necessary information and provide clear instructions.
- Decide on your application or claim as quickly as possible subject to required information being provided and within statutory deadlines.
- Deal with all applications consistently and fairly and in accordance with the relevant rules and regulations.
- Provide reasons for our decisions.
- Inform you of any right to appeal and how to appeal a decision.

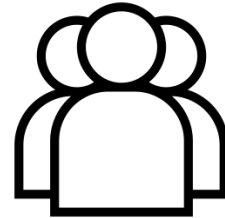


Our Customer Service Charter will be displayed prominently in all public offices and facilities and will be subject to regular review.

5. Customer Role and Customer Code of Conduct

Customers also play a role in helping us to provide a quality public service. You can assist us by:

- Quoting reference numbers provided in all communications.
- Becoming familiar with terms and conditions before completing application forms.
- Checking that all forms are fully, legibly and accurately completed and signed before submission.
- Providing all supporting documentation requested.
- Ensuring applications are submitted in sufficient time.
- Advising us of any changes in circumstances which might have a bearing on an application.
- Responding promptly to any requests for further information.
- Making an appointment in advance for non-routine matters, or if you wish to meet a specific person. This ensures that the appropriate person is present and available.
- Providing us with feedback on our services, including when you think we have done something well.
- We expect that all dealings with staff are carried out in a mutually respectful fashion.



Customer Code of Conduct

Meath County Council aims to provide a high quality of service, in a safe and secure environment. In order to achieve this, we ask our customers to note that the following behaviour will not be accepted in any of our service centres:

1. Behaviour which is disruptive and interferes with the use and enjoyment of the facility or services by others.
2. Harassment, based on identity, and sexual harassment of any form of staff or members of the public or staff or members of the public.
3. Use of violence or threat of violence toward staff and/ or members of the public.
4. Malicious damage to premises and/or theft of Meath County Council property.
5. The use of alcohol and illicit drugs.
6. Smoking in public areas within Meath County Council premises.
7. Personal property being left unattended while using Meath County Council facilities.

Please help us to encourage the responsible and considerate use of Meath County Council's facilities by observing the Customer Code of Conduct.

6. Our Customer Complaints Procedure

Meath County Council makes every effort to provide the best possible service to our customers. As part of our effort to ensure that customer service remains relevant and meets public expectations we will regularly invite customers to comment on our services through surveys, comment cards and feedback through our website and through social media.



Even in the best run organisations there can be times when things go wrong, leaving you unhappy with the service you receive.

We value complaints because they help us to improve the services we provide for all our customers and we do all we can to investigate any complaints efficiently and in a fair manner. The making of a complaint will not, in any way, affect any future dealings with us. Specifically, we will address seriously any allegation of adverse treatment on foot of a complaint of discrimination, sexual harassment or harassment. We will monitor the number and nature of complaints received, and use this information to continuously improve our service delivery.

If you are unhappy with any aspect of the service that we have provided to you, please follow the Customer Complaints Procedure outlined below.

Customer Complaints Procedure

Meath County Council is committed to delivering the best possible care to our customers. Above all else, people expect fairness, respect and deserve courtesy, sensitivity, a unique response to their needs and the minimum delay when contacting the County Council. However, it is recognised that there may be, from time to time, cause for complaint.

You have the right to complain if you feel:

- You have been unfairly treated by Meath County Council;
- You have experienced discrimination, harassment or sexual harassment;
- That a service to which you are entitled is not being provided;
- That a service, that is being provided, is inadequate;
- That a decision made with regard to you is wrong or did not take into consideration all of the facts;
- That a request for service / information has been ignored.

This Complaints Handling Procedure aims to ensure that any and all complaints are dealt with in a consistent, equitable and transparent manner.



Customer complaints will be investigated by the Council's Complaints Officer. Complaints must be received in writing to the:

Complaints Officer
Meath County Council
Buvinda House,
Dublin Rd,
Navan, Co. Meath, C15 Y291
email: customerservice@meathcoco.ie

- A response will issue within four weeks of receipt of a complaint. Where this is not possible, an interim reply will issue setting out the reasons for the delay.
- Where a complaint relates to a specific staff member, that staff member will be consulted in relation to the complaint.
- Where a mistake has been made, an apology and explanation will be offered and every effort made to rectify the matter.
- Where a complaint highlights deficiencies in our processes or procedures, every effort will be made to remedy the situation as quickly as possible.

If you are not satisfied with how your complaint has been dealt with by the Council, you can contact the following, as appropriate:

Office of the Ombudsman

6 Earlsfort Terrace

Dublin 2

D02 W773

Tel: 01 639 5600

Email: ombudsman@ombudsman.gov.ie

Web: www.ombudsman.ie

Workplace Relations Commission

O'Brien Road,

Carlow

R93 E920

Lo-call: 1890808090:

Tel: 059 9178990

Web: <https://www.workplacerelations.ie/en/>

Irish Human Rights and Equality Commission,

16-22 Green St,

Rotunda,

Dublin 7,

D07 CR20

Tel: 01 8589601

Web: www.ihrec.ie

7. Policy in relation to vexatious customers

Procedure for abusive or vexatious complaints and complainants



From time to time, a complaint or a complainant may be considered abusive or vexatious. The decision to categorise a complainant as abusive or vexatious will be an exceptional step, and will be made by a Director of Services who has not been directly involved in the complaint or with the complainant. This will only be done in a case where there is a clear record of the complaint and such record shows a pattern of behaviour which is unacceptable. The types of behaviour and actions which may lead to this scenario may include:

- Refusing to co-operate with the Council's complaints procedures;
- Harassing staff through the use of excessive and unnecessary emails, letters, phone calls, etc.;
- Multiple repetition of the complaint through a variety of channels to the Council;
- Use of inappropriate and/or abusive language in dealing with staff;

In referring the complaint to a Director of Services to assess its vexatious or abusive nature, the following steps will be taken:

- The Council will ensure that the complaint is being, or has been, investigated properly according to the Council's complaints procedure;
- Although each complaint is unique, the Council will deal with the complaint in line with other complaints of a similar nature in order to apply a consistent approach;
- The Council will contact the complainant to discuss his or her behaviour and explain the actions that the Council may take if the complainant's behaviour does not change;
- If the complainant has not already had a meeting about the complaint with a member or members of staff, the Council may offer the complainant a meeting with a senior member of staff to attempt to seek a resolution.

The complainant shall be advised in writing:

- Why we believe their behaviour falls into an abusive/vexatious category;
- To cease any abusive or vexatious behaviour in order for the complaint to be finalised;
- Possible actions open to the Council;
- How the complainant can challenge the decision if they disagree with it (i.e. Office of the Ombudsman)

Taking Action

The following is a list of possible options open to the Council:

- Placing time limits on telephone conversations and personal contacts;
- Restricting the number of telephone calls that will be taken;
- Limiting the complainant to one medium of contact (telephone, letter, email etc.) and/or requiring the complainant to communicate only with one named member of staff;
- Requiring any contacts with the Complainant to take place in the presence of a witness;
- Refusing to register and process further complaints about the same matter;
- Where a decision on the complaint has been made, informing the complainant,
- that future correspondence will be read and placed on the file but not acknowledged;
- A designated officer be identified who will read future correspondence;
- Where a complaint is closed and the complainant persists in communicating about the same issue, it may be decided to terminate contact with that complainant.

These options are not exhaustive and other factors may be relevant in deciding the appropriate course of action.

8. Access to Information



Meath County Council has a wide range of printed and online information, available on the Council's website and reports, information leaflets and other publications relating to the activities and services of the organisation. This information will continue to be available without the need to use the legislative frameworks referred to below.

8.1 Freedom of Information

Under the Freedom of Information (FOI) Act 2014, Meath County Council has published a Publication Scheme committing us to make information available to the general public as part of our normal business activities, having regard to the principles of openness, transparency and accountability.

The purpose of the Scheme is to facilitate the provision of information to the greatest extent possible, except for information exempted under the Act and, in preparing, reviewing or revising a Publication Scheme, we shall have regard to the public interest in:

- (a) allowing public access to information;
- (b) the publication of reasons for decisions made;
- (c) publishing information of relevance or interest to the general public in relation to our activities and functions generally.

Freedom of information is an integral part of customer service and we will continue to meet all our obligations under the Act. For general queries relating to FOI or to make an FOI request you can contact the FOI Officer by emailing: foi@meathcoco.ie or by calling 046 9097000.

Information on the FOI Publication Scheme is available at: www.meath.ie/council/your-council/your-data-and-access-to-information/freedom-of-information-publication-scheme

8.2 Access to Information on the Environment

Under these regulations, information relating to the environment held by, or for, a public authority must be made available on request, subject to certain exceptions. The AIE regulations also oblige us to be proactive in disseminating environmental information to the public. The AIE Regulations provide a definition of environmental information; outline the manner in which requests for information may be submitted to public authorities and the manner in which public authorities are required to deal with requests e.g. timeframes for response. The regulations also provide for a formal appeals procedure in the event that a person is unhappy with a decision on their request.

For general queries relating to AIE or to make an AIE request you can contact the AIE Officer by email aie@meathcoco.ie or by calling 046 9097000.

Further information is available at the following link: www.meath.ie/council/your-council/your-data-and-access-to-information/access-to-information-on-the-environment.

8.3 The Data Protection Act



Data protection is the means by which the privacy rights of individuals are safeguarded in relation to the processing of their personal data.

The information we collect may include 'personal data' as defined by the Data Protection Acts and the General Data Protection Regulation (GDPR). It may relate to current, past and future service users, employees, suppliers, and members of the public who may communicate with our employees and service providers.

When processing personal data, we must inform suppliers and members of the public what personal data we will collect, why it is needed, and how long we will keep it. Further information is available at the following link: www.meath.ie/council/your-council/your-data-and-access-to-information/data-protection

Meath County Council must comply with data protection obligations and principles. The legislation confers rights on individuals, for example in accessing and correcting their personal data, as well as placing responsibilities on the Council as a data controller.

A request in relation to these rights may be made in writing to the Data Protection Officer by email to dataprotection@meathcoco.ie or in writing to Data Protection Officer, Meath County Council, Buvinda House, Dublin Road, Navan, Co Meath C15 Y291. Further information is available at: www.meath.ie/council/your-council/your-data-and-access-to-information/data-protection

9. Irish Language Scheme



The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services they will provide through the medium of Irish. The Council's scheme sets out the actions to ensure that reasonable progress is made in providing a level of service through Irish, having regard to the level of demand for specific services and available resources to the Council.

Further information is available at the following link: www.meath.ie/council/your-council/customer-service-and-communications/irish-language-scheme

10. Public Sector Duty

Equality and Human Rights Legislation



The Equal Status Acts prohibit discrimination, sexual harassment and harassment on nine grounds in the provision of goods and services. It requires a reasonable accommodation by service providers for people with disabilities. It allows positive action. It prohibits victimisation or adverse treatment of those involved in complaints under the Acts. The nine grounds are: gender, civil status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community.

The Irish Human Rights and Equality Commission Acts require public bodies to have regard to the need to eliminate discrimination, promote equality, and protect human rights of service-users, staff and policy beneficiaries across implementation of all their functions. Public bodies must assess the equality and human rights issues relevant to their functions, identify actions being taken or put in place actions to address these issues and report annually on progress made in this regard.

11. Implementation and Review



The responsibility for the delivery and implementation of this plan rests with all service areas across the organisation and regular reviews will be conducted in consultation with staff and customers.

Meath County Council is required to measure performance, across a range of services, against a set of national service indicators and report annually to the National Oversight and

Audit Commission. Local Service Indicators are also incorporated into service plans and published annually.

The Annual Report of Meath County Council outlines the organisation's performance in relation to the objectives in the Corporate Plan and reports on key activities in relation to services provided. Our Annual Report is available at: www.meath.ie/council/your-council/plans-reports-and-by-laws/annual-report

For further information, please contact:

Corporate Affairs and Governance,
Meath County Council,
Buvinda House,
Dublin Rd,
Navan,
Co. Meath
C15 Y291.

Tel: 046-9097000

Email: customerservice@meathcoco.ie

Website: www.meath.ie